



Conquering our Cash Aid Programs

♥NEW CalWORKs AID CODES ON LEADER

As a result of Time Limits, new aid codes will be added to LEADER soon. LEADER users do not have to add or assign aid codes because this will be handled by LEADER. The new aid codes will be assigned to cases and will identify the status of the TANF and CalWORKs 60-month time limits. More details on the new aid codes will be provided in future newsletters.

♥ PA 15 - IMPORTANT MESSAGE

A revised **PA 15, Important Message**, was released under Forms Manual Letter No. 4514, dated 1/15/04. The PA 15 is included with all English Notices of Action (NOA) mailed or given to non-English speaking participants advising them, in their native language, to call their Eligibility Worker if unable to read/understand the NOA. The form has been revised to include a message in Tagalog.



♥ Tribal TANF (TT) - What's New?

Forms Manual Letter No. 4513, dated 1/15/04 releases a revised **PA 14, Important Notice for Native American Indians**, in English and Spanish. The PA 14 has been revised to include all office locations for Torres-Martinez Tribal TANF (TMTT) in Los Angeles County on the reverse of the form.

♥ VERIFYING GR ELIGIBILITY - GRHCP

♥ Question:

What can a participant show a County medical facility or GRHCP clinic when they are requesting proof of GR eligibility before they will administer medical assistance?

♥Answer:

The following may used as proof of eligibility:

♥If the individual is on EBT, the EBT card will have the case number on it so that the provider may verify eligibility on LEADER.

♥ If the individual is on Direct Deposit (no EBT card), he/she may provide a case number so that the provider may verify eligibility on LEADER.

♥ If neither an EBT card or the case number is available, the provider may obtain verification, with the participant's authorization, by calling the DPSS Central Helpline at:

1 (877) 481-1044.

♥ COLLECTIBLE GR BENEFITS

Treasurer Tax Collector (TTC) referrals for collection of GR paid require that EWs forward an ABP 495, "Request for Collection" to the Special Operations Section (SOS). A TTC referral is needed when GR is terminated because the individual has:

- ♥ Acquired sudden wealth (lottery, inheritance);
- ♥ Found employment; or
- ♥ Excess personal or real property.

An ABP 495 is also required, regardless of the reason for termination, when the individual:

- ♥Has signed a lien on real property; or
- ♥Is a Sponsored Alien.

Pending automation of this referral process for GR, the ABP 495 must be processed manually. Upon receipt of the ABP 495, the SOS will refer the case to the TTC for collection of unpaid GR benefits.

This process is not to be applied in cases when an individual is approved for SSI benefits.



♥ DOCUMENTING GR OVERPAYMENT INFO.

♥GR Recoverable Amount on LEADER

Recent case reviews have revealed a misunderstanding of the GR Rcv Amt field, found in the Benefit Recovery subsystem, Claims by Case screen. The amount shown in this field reflects all GR benefits issued on the case and will increase as additional benefits are paid each month. This field IS NOT a record of overpayments to be adjusted nor should the EW EVER CHANGE the amounts shown in this field.

♥Recording Overpayments

All overpayment claims and adjustment actions must be thoroughly documented in LEADER Case Comments. Comments should show the grant erroneously paid, the eligible grant amount, how and why the overpayment occurred, and the basis for the finding of fraud vs. administrative error. At termination, comments should include a calculation of the period of ineligibility, if applicable.

♥Recording Erroneous Overpayment Claims

When changing overpayment amounts, grant adjustments, or status of an overpayment to "erroneous," EWs must thoroughly document the reason for the change in Case Comments. Statements such as, "established in error" or "erroneous overpayment" are unacceptable explanations for failing to take collection action.

Eligibility Supervisors should review for appropriate action and Case Comments documentation during case reviews.

♥ COMING ATTRACTION

CalWORKs, Food Stamps, General Relief and CAPI policy will soon be available on LEADER. The Department has made a commitment to have the policy on LEADER and eliminate the printed versions. The material will have a new look, similar to the question and answer format released with the EBT Handbook. More information to come.

